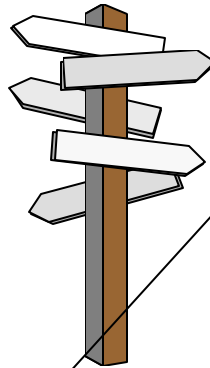


SPD

*NEW MANAGER
& STAFF TRAINING*



ROAD TO SUCCESS



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INITIAL TRAINING (FIRST 90 DAYS)

During the first year of assignment to the position of Chief, Supply Processing and Distribution (SPD) or Lead Technician, SPD, it is important that a seasoned Chief be assigned to facilitate the development of a foundation necessary for a person to perform all the tasks that managing a SPD requires. If the person was selected from within the section, there are many ties and associations that will have to be severed. If the person is assigned from outside the section, there are many facets of the operation that must be mastered. Usually the Chief, Acquisition and Materiel Management Service (A&MMS), or whatever service is currently exercising control of the section, is not familiar with the daily operation of SPD. The guidance and coaching necessary to deal with all the demands of being the “Heart of the Hospital” can only come from one that has successfully mastered the position.

“INTRODUCTION TO SPD” VIDEO

For a newly assigned Chief, the “Introduction to SPD” videotape produced by Veterans Affairs Headquarters (VACO) should be reviewed the first day on the job. The tapes give an excellent overview of the operations of SPD and the impact SPD has in the overall performance of the facility. It is helpful to see how SPD should truly operate. This tape is the first in a series of videos that will give insight to the expected outcome in each of the areas.

VA DIRECTIVE 7176

Required reading during the first week should be VA Directive/Handbook 7176, the “BIBLE” of SPD operations. It defines the mission of the section, supervisory responsibilities, and guidelines for each facet of SPD. It contains the basic education requirements, methods of sterilization to be utilized, record-keeping/documentation for required accreditation, safety guidelines and much, much more. It is the basic reference for defining operational goals and developing standard operating procedures.

PHASE I, CERTIFICATION MANUAL

If the new Chief is promoted from within, it is safe to say that he/she is a Certified Registered Medical Supply Technician. Even so, review each chapter of the certification manual because more details are required of a manager. If the Chief is assigned from outside the section, Phase I certification is mandatory. The manual is designed in such a way that it provides an in depth review of each component of operations in SPD. Subjects such as Anatomy and Physiology, Sterile Storage, Microbiology, Sterilization and Decontamination are covered in detail. This information will build on the foundation established by VA Directive 7176 and will assist the Chief in communicating more effectively. It will provide a deeper understanding of the Infection Control policies as they relate to decontamination, processing, sterilization and materiel handling of reusable and disposable medical devices.

SELF-ASSESSMENT GUIDE

It is preferable that this self-guide, developed by the subject matter expert in VACO, be completed during the first 30 days of assignment as Chief, SPD. It will provide the baseline for implementing change, evaluating the successes and challenges and facilitate the transition for present staff. Change is difficult and resistance will be greater if the changes are not presented to the staff as necessary. For this reason, the “seasoned mentor” or the Infection Control Practitioner should perform the Self-Assessment Guide. If changes are necessary, all of the supporting documentation and rationale are available.

DEVELOPING ALLIES

After reading the directive, reviewing the film and accomplishing the overall function review, start to make some allies in the facility. Set up appointments with the following personnel outside of your service:

- Infection Control Nurse
- Chief of Surgery
- OR Nurse Manager
- Facility Safety Manager
- HRMS Personnel (especially Labor Relations & Recruiting)
- Chief Nurse or designee
- Managers of any area SPD provides service
- Chief of Pharmacy or designee

Review the services provided and any complaints or known areas of concern before the meeting so that you are prepared to negotiate a successful resolution. Visit all customers with the technician servicing the area so that accolades or deficiencies may be expressed and resolved immediately.

Review minutes from the last six months from the following committees, Infection Control, Safety, Products Standards and CPR. This will give you a good impression of the issues being dealt with and provide knowledge of any outstanding or pending issues. The more knowledgeable you are, the sooner you will gain respect and will be viewed as a peer. Be careful not to commit or make promises during these initial meetings, except, you will do your best to meet the customers’ needs within the limits of the law.

GOVERNING AGENCIES AND OTHER ORGANIZATIONS

Numerous agencies and other recommending organizations govern or make recommendations related to the operation of a SPD department. It is imperative that the new Chief familiarizes him/herself with the details of each. Examples of these agencies and organizations and the areas in which they provide directions include, but are not limited to:

- OSHA-Occupation Safety & Health Administration
 - Bloodborne Pathogen Exposure,
 - Ethylene Oxide (EtO) Exposure Limits, (1910.1047)
- EPA-Environmental Protection Agency
 - Ethylene Oxide, Glutaraldehyde, Various chemical disposals
- CDC-Center for Disease Control
 - Handling of Sharps, Bloodborne Pathogen Exposure

- JCAHO-Joint Commission on Accreditation of Healthcare Organizations
 - Quality assurance guidelines for sterilization and documentation
- AAMI-Association for the Advancement of Medical Instrumentation
 - Guidelines for all facets of sterilization, decontamination, instrumentation and sterile storage. “Good Hospital Practices: Steam and Gas Sterilization”
- AORN-Association of Operating Room Nurses
 - Recommendations relative to interface with Operating Room
- DOT-Department of Transportation
 - Guidelines relative to handling and storing medical gases

All of these agencies and organizations have guidelines or recommendations that are necessary for the new Chief or Lead to develop operating procedures and avoid deficiencies upon review.

HAZARDOUS COMMUNICATION POLICIES

Before meeting with the Facility Safety Manager, gather all safety policies for the section. Review MSDS (Material Safety Data Sheets), Chemical Inventory, Ethylene Oxide (EtO) Emergency Plan, Fire Escape Plan, etc. Request a walk through of the section looking for potential safety violations. Be prepared to listen and accept criticism if necessary. This walk through can be invaluable, as it will allow the new manager to make the sometimes difficult, but necessary changes to become compliant. Review status of mandatory training and schedule any required training.

HUMAN RESOURCES MANAGEMENT

Schedule a meeting with Human Resources Management Service (HRMS) specialists in the areas of Labor Relations, Classifications and Recruitment. Classification and Recruitment specialists can explain and assist in understanding of Position Descriptions and Performance Standards to ensure all job functions are addressed. Review Employee Competencies to ensure familiarization with aspects of the supervisory responsibilities entailed in the management of personnel.

Meet with Labor Relation Specialist to get an overview of do's and don'ts, obligations and responsibilities of the manager in relationship to the Bargaining Unit. It is strongly recommended that this meeting take place early in the orientation of new managers. (Preferably, the new manager should be enrolled in a new supervisor orientation course sponsored by HRMS immediately; however, these courses are generally scheduled only once or twice a year.) There are numerous “pitfalls” in the day-to-day communications and interactions with the bargaining unit. The most important advice new managers can receive is, ‘Read the Master Agreement’, ‘Think before you speak’ and ‘Be consistent’ when dealing with the bargaining unit employee, stewards and president. If the new manager is promoted from within, any infraction of the past will be remembered.

Supervisory Equal Employee Opportunity training should also be provided early in the new manager's assignment. Each facility library should have approved videos on Workplace Diversity and Sexual Harassment. Sensitivity to these two issues is imperative to the survival of a new manager. A comment or joke told by or in the presence of a manager can be devastating.

COMMODITY STANDARDS

Whether the new Chief, SPD is the chairperson of the Commodity Standards or a member, the research and coordination of the items being reviewed will be the responsibility of SPD. Guidance for meeting agendas, minutes, and cost analysis may be provided by the Chief, Acquisition and Materiel Management. If this support is not available, proceed in the following manner. Request written pricing, preferably a copy of the Federal Supply Schedule (FSS) contract or official Vendor proposal/offer from any sales representative offering products for purchase or trail. Determine whether item is a replacement or new item. If a replacement, compare cost and/or mandatory purchase requirements. Obtain average monthly usage figures, do the math and determine the cost benefits. Obtain samples and send to Nursing Liaison and Infection Control Practitioner requesting a clinical assessment prior to the meeting. If the item is not acceptable from a clinical point of view, do not take to committee.

These recommendations are intended to serve as a roadmap for a new Manager, Lead, or Chief of SPD to transition into the position with the least amount of anxiety, stress and/or failures. The first 90 days of assignment are primarily used for the development of principles, policies and management skills. It is a time for building a strong knowledge base. Utilizing these recommendations will give the new manager a starting point in the assignment, an idea of what is required and a listing of resources necessary to orchestrate the many different functions of SPD.

1. LONG TERM (WITHIN THE FIRST YEAR)

Congratulations! You have been successful in the first 90 days as a SPD Chief. The knowledge gained and challenges do not stop. Over the next nine months, the new manager, Chief or Lead still has more areas to explore, lessons to learn and challenges to meet. The focus during this period is on expanding the professional/management skills necessary to fulfill the functional requirements of the section. Resources necessary to accomplish these tasks are generally found outside the facility. A good starting point is attendance at one of the Cluster Training sponsored VACO.

NATIONAL CERTIFICATION

Phase I, of the National Certification program is self-study. If the new manager is not promoted from within the organization, it is **strongly recommended** that he/she take the National Certification Exam, Phase II. Certification does two important things; 1) establishes expertise in a professional discipline and 2) heighten confidence in performance.

LOCAL CENTRAL SERVICE CHAPTER

Joining a local Central Service Chapter of the American Society of Healthcare Central Service Professionals (ASHCSP) can provide the support and camaraderie essential for success in a changing healthcare environment. It facilitates networking with other Central Service (CS) professionals in the community and provides a source for continuing education. National membership in ASHCSP is paid for by VACO. It is important that a new manager does not become overwhelmed with the many operational demands of the functional responsibilities of SPD. Sharing experiences with others in the profession increases

awareness and builds bridges of support. Many CS Supervisors in the system and throughout the community will share Standard Operating Procedures (SOPs), count sheets, position descriptions, etc. Establishing these ties facilitates borrowing in the event of an emergency, which makes issues in SPD transparent to the customer.

IFCAP/GIP

IFCAP/GIP the Inventory Management package is the primary computer program that impacts the performance of SPD. It is the order, stocking, fiscal and case cart building base of operations. It is important to understand how the program works and how the information and reports impact the decisions that will be made. Each station has IFCAP/GIP coordinators that can provide instructions. In addition, Information Resource Management (IRM) has an interactive/audio program that can be tied to a training server for individually paced training.

COMPUTER SKILLS

Computer literacy is a must. If the skills are not already present, contact IRM or request through your supervisor, enrollment into computer classes. The computer courses required include word-processing, spread sheets, presentation program (PowerPoint) and Internet access. Also request access to the VA communication programs, Forum or Outlook. Information is shared on these two vehicles across the nation and computer skills are required to access and participate in the exchanges.

EQUIPMENT REQUESTS

The VA system of forecasting equipment needs is unique to the system. Contact the NX (non-expendable equipment) expert in A&MM for training of completing and reviewing these forms.

Request information relative to status of any pending equipment requests, review EIL (Equipment Inventory Listing) of items that the manager of SPD is responsible for and for the 5 year plan of equipment replacement. It is important to submit these requests in a timely manner before the priorities are given to other services. SPD must have working equipment to accomplish any of the operations of the section and to avoid adverse patient outcomes. It is also important to review any requests from other services of disposable items that will be provided by SPD. Many companies sell the equipment at a lower price, but the consumables necessary to use the equipment can impact your budget!

BASIC PURCHASING AND CONTRACTING SKILLS

Acquiring supplies for the facility is a major operation of SPD. Numerous regulations of the Veterans Affairs Acquisition Regulations (VAAR) and Federal Acquisition Regulations (FAR) govern the procurement of supplies. It is recommended that the new manager receive training from the local procurement expert. Training can also be obtained via the DOD who has a Small Purchasing Course that can be downloaded and from the Internet for free. Purchase card training is necessary for the manager since credit cards are utilized in SPD and must be reconciled. Knowledge of mandatory sources of procurement and procurement integrity regulations are crucial issues when meeting with vendor representatives.

ACCOUNTING SKILLS

Each item submitted for review by vendor representatives must be analyzed for cost and benefit to the facility. In addition, various reports on product usage and budget planning require distribution analysis. Some basic accounting skills are required to formulate budgets, submit proposals for changes and/or interpret information relative to costs. If these skills are not present, assistance may be provided by the budget analyst at your facility or through a course at a local community college.

2. ONGOING TRAINING

DEVELOPING SHORT AND LONG TERM GOALS

Training in SPD is an ongoing experience. Each day new demands, new procedures and new stress are placed on the management of SPD. At times the process may be overwhelming as the manager tries to meet the demands of the Operating Room (OR), the Nursing Units, the Physicians, Infection Control, Safety, etc. For this reason, developing goals that are short term requiring immediate attention and long term ones are improvements in processes that pose no threat to patient care. Making goals will help the manager prioritize and develop an organized “do-able” action plan.

PERFORMANCE STANDARDS

Reviewing and updating the SPD Handbook is an ongoing process. Defining Mission, Vision and Goals that are “in concert” with the facility and Veterans Integrated Service Network (VISN) mission, vision and goals are an important part of the manager’s tasks. Make sure your process mirrors the facilities’ processes.

3. SUMMARY

There is only one Chief, SPD in a facility. When assigned to this position, the new manager does not, as a rule, have another experienced person to provide coaching and guidance. The information contained in this manual is intended to serve as a road map for a new manager, Chief or Lead, SPD to navigate the process of orientating successfully to SPD. Utilize the phone and communicate with your fellow managers across the nation and in your community. Remember that they were all new once!

WELCOME ABOARD!!

4. RISK MANAGEMENT: MONITORING AND COMPLIANCE OF SPD OPERATIONS

Sterilization controls and record keeping are required by VA Handbook 7176 and JCAHO. Preventing the spread of infection by reprocessable medical devices is paramount to positive patient outcomes in healthcare facilities. All sterilization in a healthcare facility must be monitored and documented. The Chief, SPD is considered the sterilization expert in the facility and is responsible for training and monitoring all sterilization processes.

SHORT TERM: INTERNAL QUALITY ASSURANCE

STERILIZATION RECORDS/TERMINAL/FLASH/STERIS, ETC.

Each sterilization cycle must be assigned a load control number and each item in the load must be affixed with this number after the mechanical indicators and external chemical indicators have been verified. Sterilization records must be maintained for 36 months and are subject to review during accreditation (see VA Handbook 7176, Part 2, “Quality Control”). Sterilizers located outside SPD are subject to the same guidelines and should be challenged and documented by SPD personnel. Where this is not possible, the SPD Chief is responsible for training other personnel and verifying the quality control mechanism in use.

ETHYLENE OXIDE (ETO) MONITORING

EtO is a mutagenic, carcinogenic gas used for the sterilization of heat sensitive items. EtO is a hazardous chemical with strict usage and surveillance requirements. Follow manufacturer’s guidelines for items requiring gas sterilization. Items requiring gas sterilization are subject to annual review. Code of Federal Regulations (CFR) 1910.1047 contains detailed explanations relative to EtO exposure limit and surveillance requirements.

BIOLOGICAL MONITORING

Effectiveness of sterilization processes is validated using live spores. Follow manufacturer’s instructions for challenging and incubating spores. Biological monitoring guidelines are specified in VA Handbook 7176, Part 203 b-e. Biological monitoring validates that the parameters of sterilization were sufficient to kill microorganisms.

CHEMICAL MONITORING

Chemical monitoring is documented using both internal and external devices. External devices verify that the packages were exposed to the sterilant. Internal devices provide a visual indicator to the end user that the items were exposed to the various parameters of sterilization.

MECHANICAL MONITORING

Mechanical monitoring consists of charts, graphs, printouts, and various gauges that validate machine/sterilizer actually functioned properly. These monitors are observed during the process and validated by the operator at the end of each sterilization cycle. Operators must be trained using manufacturer’s operating procedures.

PRIMARY AND SECONDARY REVIEW

Sterile items are labeled either with an expiration date or a statement designating the item is considered sterile unless it is opened or damaged. Although it is generally accepted that sterilization is event related as opposed to time related, periodic review of the items is necessary to determine if events that may compromise sterility have occurred. Sterile packages must be reviewed for package integrity. Visual inspection includes checking for tears, moisture exposure and improper storage. Expiration dating facilitates utilization review and cost containment. Items not used in a one-year period should be reviewed and evaluated prior to re-sterilization (see VA Handbook 7176, part 604).

TRAFFIC AND WORK FLOW

Traffic/people in SPD should move from clean to dirty. Departmental design and air exchanges are crucial to assure this direction is maintained. Clean areas should be under positive pressure and the dirty area must be under negative airflow.

Work/equipment flows from dirty to clean. All reprocessable items that have been opened, used or not are considered contaminated and should enter the department through the dirty area.

5. SPD STAFF TRAINING

CERTIFICATION

New staff members should be assigned to an experienced employee for on the job training. References provided to employee are the SPD training manual, SPD Policy and Procedure Manual, Infection Control Manual and the SPD training videos. Employee should meet with Lead or Supervisor on a weekly basis to review progress. Document employee's progress. Once employee has completed this process, employee should attend the SPD cluster training.

Continuing education is important in keeping employees current. Knowledge is the key for facilitating infection control and maintaining a safe work environment. Staff should receive in-service training in all areas listed in outline.

SPD Chiefs and Leads should possess certification. This higher-level training will prove to be a valuable tool for managing the SPD Program. Basic courses such as Composition I and Composition II can be a valuable asset in developing writing skills required of a program manager.

OR INSTRUMENTATION

This training should not begin until employee is trained in the SPD operation. Employee should have a basic knowledge of general instruments. Employee must be assigned to a preceptor who is well trained in OR instruments. Employee should observe OR cases to allow employee to understand the reasons why instruments are arranged in sets and how instruments are used during procedures. The employee needs to understand the importance of proper preparation and readiness of OR instruments.

Learning OR instruments in an ongoing process. It takes almost a year to develop the knowledge required to learn the many types of instruments and the skill needed to understand priorities. Continual in-services, training from vendors and OR staff, are important to maintain a successful operation.

ENDOSCOPES

It's critical that employee learns and understands the many different types of scopes. These instruments are extremely delicate, expensive and can be difficult to clean. Manufacturer's recommendation for the care, cleaning and sterilization of scopes should be followed. In-service training from manufacturer and nursing personnel is vital in learning the care and functionality of equipment.

Continuous education related to the care of this equipment must be provided and documented for staff. Staff responsible for this equipment must maintain a clear understanding of scope handling, cleaning and sterilization to provide a safe product for patient care.

NEW TECHNOLOGY

SPD technicians should be kept up to date on new technology. ALL staff should be in-serviced on any new item brought into the Medical Center. It's encouraged that staff attend local chapter meetings and seminars. Great resources for learning new technology are trade magazines such as Materiel Management and Infection Control. OSHA and CDC have a web page where information is readily available.

6. INFORMATION MANAGEMENT TRAINING

IFCAP/GIP

Short Term The following represents targeted topics that should be addressed which will enhance the knowledge and skills of SPD employees:

Ensure access to IFCAP & GIP training menus through local IRM & Application Coordinators.

Utilization and Understanding of item master file.

Resources are typically available within the local facilities to accommodate the short-term needs.

Ensure availability of training videotapes through local library and IRM.

Ensure access to specific IFCAP/GIP clerk menus to cover IFCAP/GIP elements of placing orders, bar code scanning, primary & secondary inventories, set packs and case carts.

Long-Term In addition to the short-term training, there should be a focused effort for appropriate employees (ordering and inventory) to attend IFCAP/GIP classroom training sponsored either by headquarters or at the network level.

ELECTRONIC COMMUNICATION/WORD PROCESSING

Short-Term Access to MS Exchange, Forum and the Internet should be made available to all appropriate SPD staff to ensure the most efficient and modern communication tools are being used. Of primary importance is the availability of MS Exchange/Outlook in order to share documents and enhance overall communications capabilities.

Long-Term Expanded long-term training should focus on specific elements of personal computer utilization such as Microsoft Word, Excel Spreadsheets and Power Point presentations.

SMALL PURCHASING/PURCHASE CARD TRAINING

Short-Term Ensure access to appropriate Purchase Card training for all SPD employees involved in placing orders. Specific emphasis placed on reconciliation process.

Long-Term Expand Purchasing training as needed for SPD employees to include Small Purchases above the micro purchase level. Small Purchase training is available through OA&MM and Department of Defense (DOD) (Internet) at minimal costs to networks and local facilities.

SPD PROGRAM MANAGER (CHIEF OR LEAD)

TRAINING RECOMMENDED WITHIN THE FIRST 90 DAYS OF ASSIGNMENT

Short Term

- Mentor (Senior SPD/MMS Chief within VISN)
- Review "Introduction to SPD Video"
- VA Directive 7176
- Certification Manual
- Local Handbook (Policy & Procedure Manual)
- Infection Control Policy
- Governing Agencies
- Hazardous Communication Policy
- Performance Standards
- Employee Competencies
- Union Contract
- EEO Training
- Commodity Standards

Long Term (Within the First Year)

- Review remaining SPD Videos
 - Decontamination, Preparation and Case Cart
- SPD Certification
- Join Local CS Chapter
- IFCAP/GIP
- Word Processing
- Budget Skills
- Equipment Request
- Basic Purchasing and Contracting
- Purchase Card Training
- Cost Analysis

ONGOING TRAINING

Development of long and short goals

Role in meeting Performance Standards

INFORMATION MANAGEMENT

IFCAP/GIP

Short Term

- Access to Training Menu
- Utilize Item Master File
- View Video Tapes (Library & IRM)
- Clerk Menus
- Placing Orders
- Bar Code Scanners
- Primary & Secondary Menus
- Set Pack/Case Cart Menus

Long Term

- Attend IFCAP/GIP Training

ELECTRONIC COMMUNICATIONS/WORD PROCESSING

Short Term

- Obtain access to
 - Outlook
 - Internet
 - Vista

Long Term

- MS Word
- Excel
- Power Point

SMALL PURCHASING/PURCHASE CARD TRAINING

Short Term

- Attend OA&MM Course
- Purchasing Agents Menu
- Ordering Process
- Reconciliation Process

RISK MANAGEMENT/MONITORING AND COMPLIANCE

STERILIZATION

Short Term

- Record Keeping
- Implant Policies
- Biological Monitoring
- Chemical Monitoring
- Mechanical Monitoring
- Personnel & Environmental Monitoring
- Package Integrity
- Expiration Dates

Long Term

- Biological Reports
- Identify Other Areas Performing SPD Type Functions
- Develop Plan For Process Review

ENVIRONMENTAL CONTROLS

Short Term

- Universal Precautions
- PPE Compliance in all Areas
- Changing Cylinders
- Traffic Controls
- Cleaning Frequency and Techniques
- Pest control

Long Term

- Network With Local Chapter
- Familiarize With Regulatory Agency Guidelines (FDA, OSHA, EPA, etc.)
- Familiarize With Recommending Agencies (JCAHO, AORN, AAMI, CDC, ASHMM, etc.)

ONGOING TRAINING

- Customer Satisfaction Survey
- Dialog With Professional Staff

PATIENT CONFIDENTIALITY

- Patient Bill of Rights
- Privacy Act
- ADP Security

STAFF TRAINING

CERTIFICATION

Short Term

Level 1 Training Manual
SPD Cluster Training – Provided by VACO-Regionally
Hands on Experience (3 Months) – Provided in house

CONTINUOUS EDUCATION

Infection Control
EtO Sterilization
Steam Sterilization
Sterrads (If Available)
Steris System (If Available)
Decontamination
Sterile Processing
Distribution and Handling of Sterile Items
GIP and Bar Coding
Attend Local Seminar
Use and Handling of Chemicals
Safety

LONG TERM FOR CHIEFS/SUPERVISORS/LEADS

International Certification
Member of Local Chapter
Possible College Courses such as Comp I and Comp II
Training in Contracting
Business Management Skills
Computer Skills

OR INSTRUMENTATION

Short Term

Identification of Basic Instruments
Identification of Specialty Instruments
Observe OR Procedures
Proper Care and Handling of Instruments
Inspections of Instruments for Correct Working Order, Sharpness, etc.
Identification of What Sets are Used for What Procedures
Proper Presentation of Instruments in Tray
Decontamination Methods
Sterilization Methods

Long Term

- Identifying Priorities
- Care and Handling of Fiberoptic Instruments
- Learning Substitutions
- Continuous Education on New Technology
- Periodic Observation of Procedures

ENDOSCOPES

Short Term

- Identification of Different Types of Scopes
- Purpose for Use
- Design of Scopes
- Manufacturer Provide In-Service Training
- Cleaning Methods Used
- Proper Cleaning Solutions
- Proper Preparation for Sterilization
- Sterilization Method Used

Long Term

- Yearly In-Service on Care of Equipment
- Continuous Education on Cleaning and Decontamination Methods
- In-Service on Sterilization Methods
- Continuous Education Regarding New Fiber Optic Technology

NEW TECHNOLOGY

- OR Instruments
- Endoscopes
- Disinfectant and Decontamination Methods
- Sterilization Methods

NOTE: It may be possible to select experts in the field and form a training group that can provide training in SPD for their VISN. After speaking with people in the field, I realized many had strengths in several areas such as GIP, sterilization, etc. This may help them feel a part of what we are trying to accomplish.

	Topic Of Training
Short Term	
	Mentor (Senior SPD/MMS Chief within VISN)
	Review "Introduction to SPD Video"
	VA Directive 7176
	Certification Manual
	Local Handbook (Policy & Procedure Manual)
	Infection Control Policy
	Governing Agencies
	Hazardous Communication Policy
	Performance Standards
	Employee Competencies
	Union Contract
	EEO Training
	Commodity Standards
Long Term (Within the First Year)	
	View other SPD Videos - Decontamination, Preparation and Case Cart (in Library)
	Obtain SPD Certification
	Join Local CS Chapter
	IFCAP/GIP
	Word Processing
	Budget Skills
	Equipment Request
	Basic Purchasing and Contracting
	Purchase Card Training
	Cost Analysis
ONGOING TRAINING	
	Development of long and short goals
	Role in meeting Performance Standards
	INFORMATION MANAGEMENT
	IFCAP/GIP
	Short Term
	Access to Training Menu
	Utilize Item Master File
	View Video Tapes (Library & IRM)
	Clerk Menus
	Placing Orders
	Bar Code Scanners
	Primary & Secondary Menus
	Set Pack/Case Cart Menus
Long Term	
	Attend IFCAP/GIP Training

ELECTRONIC COMMUNICATIONS/WORD PROCESSING	
Short Term	
	MS Exchange, Outlook
	Vista
	Internet
Long Term	
	MS Word
	Excel
	Power Point
SMALL PURCHASING/PURCHASE CARD TRAINING	
Short Term	
	Attend OA&MM Course
	Purchasing Agents Menu
	Ordering Process
	Reconciliation Process
RISK MANAGEMENT/MONITORING AND COMPLIANCE	
	STERILIZATION
Short Term	
	Record Keeping
	Implant Policies
	Biological Monitoring
	Chemical Monitoring
	Mechanical Monitoring
	Personnel & Environmental Monitoring
	Package Integrity
	Expiration Dates
Long Term	
	Biological Reports
	Identify Other Areas Performing SPD Type Functions
	Develop Plan For Process Review
ENVIRONMENTAL CONTROLS	
Short Term	
	Universal Precautions
	PPE Compliance in all Areas
	Changing Cylinders
	Traffic Controls
	Cleaning Frequency and Techniques
	Pest control

Long Term	
	Network With Local Chapter
	Familiarize With Regulatory Agency Guidelines (FDA, OSHA, EPA, etc.)
	Familiarize With Recommending Agencies (JCAHO, AORN, AAMI, CDC, ASHMM, etc.)
ONGOING TRAINING	
	Customer Satisfaction Survey
	Dialog With Professional Staff
	PATIENT CONFIDENTIALITY
	Patient Bill of Rights
	Privacy Act
	ADP Security
	STAFF TRAINING
	CERTIFICATION
Short Term	
	SPD Cluster Training – Provided by VACO-Regionally
	Hands on Experience (3 Months) – Provided in house
CONTINUOUS EDUCATION	
	Infection Control
	EtO Sterilization
	Steam Sterilization
	Sterrad (If Available)
	Steris System (If Available)
	Decontamination
	Sterile Processing
	Distribution and Handling of Sterile Items
	GIP and Bar Coding
	Attend Local Seminar
	Use and Handling of Chemicals
	Safety
LONG TERM FOR CHIEFS/SUPERVISORS/LEADS	
	International Certification
	Member of Local Chapter
	Possible College Courses such as Comp I and Comp II
	Training in Contracting
	Business Management Skills
	Computer Skills

OR INSTRUMENTATION	
Short Term	
	Identification of Basic Instruments
	Identification of Specialty Instruments
	Observe OR Procedures
	Proper Care and Handling of Instruments
	Inspections of Instruments for Correct Working Order, Sharpness, etc.
	Identification of What Sets are Used for What Procedures
	Proper Presentation of Instruments in Tray
	Decontamination Methods
	Sterilization Methods
	Foster communications with clinicians
	Attend Scheduled Meetings, Infection Control, Critical Care, etc
	Perform Physical Inspection of SPD (and all related areas)
Long Term	
	Develop Annual Staff Training Schedule
	Identifying Priorities
	Care and Handling of Fiberoptic Instruments
	Learning Substitutions
	Continuous Education on New Technology
	Periodic Observation of Procedures
ENDOSCOPES	
Short Term	
	Identification of Different Types of Scopes
	Purpose for Use
	Design of Scopes
	Manufacturer Provide In-Service Training
	Cleaning Methods Used
	Proper Cleaning Solutions
	Proper Preparation for Sterilization
	Sterilization Method Used
Long Term	
	Yearly In-Service on Care of Equipment
	Continuous Education on Cleaning and Decontamination Methods
	In-Service on Sterilization Methods
	Continuous Education Regarding New Fiber Optic Technology
NEW TECHNOLOGY	
	OR Instruments
	Endoscopes
	Disinfectant and Decontamination Methods
	Sterilization Methods